

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1500
ANSWERED ON:21.07.2014
FAULTY TELEPHONE EQUIPMENT
Antony Shri Anto

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has received any complaints regarding the faulty equipment of Basic Telephone Services being provided by Bharat Sanchar Nigam Limited in the country;
- (b) if so, the details thereof during the last three years and the current year, State-wise; and
- (c) the steps taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI RAVI SHANKAR PRASAD)

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) has reported that no complaint has been received regarding faulty equipment of Basic Telephone services being provided by it in the country. However, sometimes telephones services get affected in the following conditions:- # Fault occurring in equipments due to aging.

Faults occurring due to mishandling of the equipment.

(c) BSNL takes prompt action to replace the faulty equipment as soon as the same are detected and achieve the quality of service parameters prescribed by the Telecom Regulatory Authority of India (TRAI).

BSNL has taken many steps to prevent faulty equipment of Basic Telephone Services, some of which are as under:

By seeking warranty from the manufacturer/supplier for a prescribed period of time.

By undertaking quality assurance tests before acceptance of equipment and its use in the BSNL Network.

By awarding Annual Maintenance Contract (AMC) to the supplier/original equipment manufacturers for keeping the equipment in good condition.